



Amtrak in Tennessee

Fiscal Year 2025



Amtrak is America's Railroad,[®] created by Congress to "provide efficient and effective intercity passenger rail mobility consisting of high quality service that is trip-time competitive with other intercity travel options." In FY 2025, the company's 21,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 34.5 million passengers. Amtrak's network includes 526 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Amtrak Connections offer connecting service to additional communities, typically via bus.

Service & Ridership

In FY 2025, Amtrak operated **2 intercity trains per day** on 1 permanent route serving Tennessee, with **69,949 total passengers** boarding or alighting in the state.¹ Service was provided via the following route:²

- **Long-Distance Trains**

- ***City of New Orleans*** — New Orleans - Jackson - Memphis - Chicago (*1 round trip daily*)

Stations

During FY 2025, Amtrak intercity trains made scheduled stops at 2 locations in Tennessee:

Station (Code)	2025 Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment ³
Memphis (MEM)	65,941	None	N/A	—
Newbern-Dyersburg (NBN)	4,008	Partial	Complete	\$3,319,787
Total:	69,949	1/2	Complete	\$3,319,787

Amtrak is working to ensure that its stations are fully accessible to individuals with disabilities. Most Amtrak-served stations are decades old; many were served by other railroads before the company ever existed. The Americans with Disabilities Act (ADA), enacted in 1990, requires that U.S. stations be made accessible; in response, Amtrak developed an ADA Stations Program (ADASP) to bring station components for which the company is responsible into full ADA compliance. ADASP aims to ensure Amtrak provides the best possible service in the shortest possible timeframe; the program will ultimately invest a total of \$1.8 billion in 382 communities nationwide, including a **\$3.3 million investment in Tennessee**. All Amtrak-responsible work is targeted for completion by the end of CY 2029.

Detailed profiles of every permanent Amtrak station stop, including current information on accessibility, can be found on the Great American Stations website: <https://www.greatamericanstations.com>.

¹ Total equals sum of all boardings and alightings at in-state stations.

² Not all stops shown. Note that certain frequencies may not serve every station listed.

³ "Amtrak ADA Investment" describes Amtrak's projected total investment in compliance work over the lifetime of ADASP.



Additional Footprint

Amtrak maintains a **crew base** in Memphis.

Host Railroads & On Time Performance

Outside the Boston-to-Washington, DC, Northeast Corridor (NEC), most Amtrak trains must travel over other “host” railroads’ tracks—and hosts generally control dispatching decisions on the tracks that they own. By law, Amtrak trains are required to receive preference over freight trains (i.e., priority in dispatching), but many host-dispatched trains arrive late at their destinations, and many routes do not meet on-time performance (OTP) standards established by the Federal Railroad Administration (FRA)—affecting millions of passengers per year.

Listed below are the Amtrak routes that operate in Tennessee, along with each route’s major in-state host railroad(s) and full-route customer on-time performance (C-OTP)⁴ in FY 2025:

Route	In-State Host(s)	C-OTP
<i>City of New Orleans</i>	Canadian National	69.2%

Amtrak Guest Rewards

At the end of FY 2025, there were approximately 22.4 million members of Amtrak Guest Rewards (AGR), with 89,823 members listing an address in Tennessee. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>.

Procurement

Amtrak’s procurements are subject to “Buy America”-style domestic preference requirements, which the company is proud to meet or exceed. Nationally, Amtrak paid nearly \$5.7 billion for goods and services in FY 2025; 99% of that amount was spent domestically, and **\$28 million** went to vendors in Tennessee:

Community	Amount Spent
Memphis	\$22,760,513
Mascot	\$3,310,386
Murfreesboro	\$962,008
Chattanooga	\$380,430
Friendsville	\$207,743
Franklin	\$195,498
Dunlap	\$83,880
Clarksville	\$32,393
All Others <\$20k	\$29,399
Total Payments	\$27,962,250

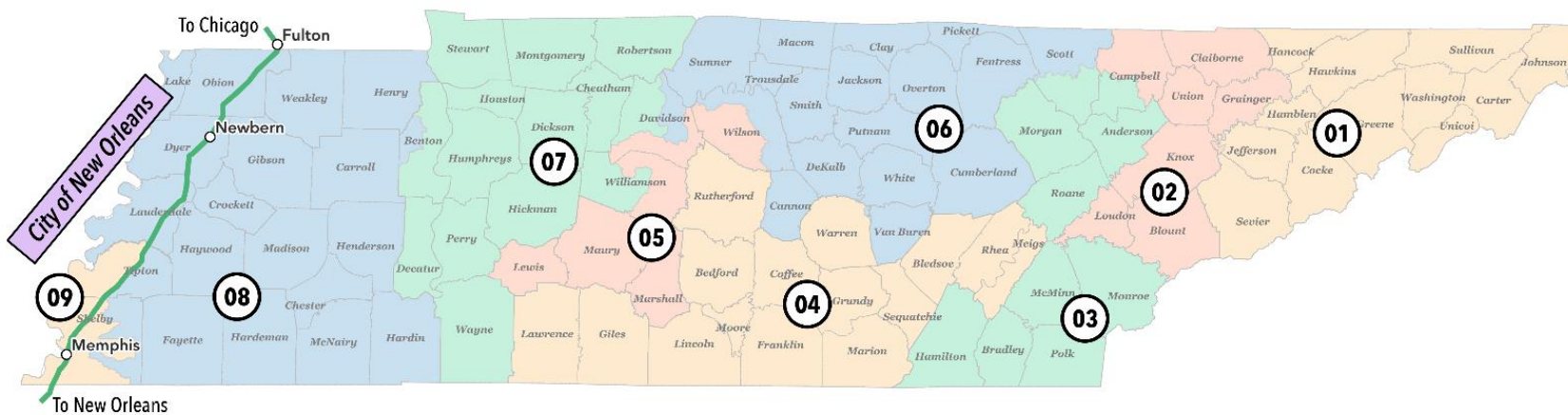
⁴ C-OTP measures the proportion of customers traveling on a given route who arrive at their destinations on time. Suppose that passengers board a train scheduled to make two stops, and suppose that train is on time at the first stop but arrives late at the second. If all passengers alight at the first stop, C-OTP for that train is 100%; if all passengers alight at the second stop, C-OTP is 0%.

The single largest in-state payment category was **logistics and freight services**.

Employment & Compensation

At the end of FY 2025, **14 Amtrak employees** lived in Tennessee, and the company had paid out a total of **\$1,383,455 in base wages and salary** in-state. Nationwide, Amtrak employed more than 21,000 active workers; total base wages and salaries for the year were approximately \$2.2 billion.

Current Amtrak Routes in Tennessee



Track Ownership

Amtrak	CSX
BNSF	NS
CN	UP
CPKC	Other

01 Congressional District

Route Name